



# **EXPRESSION OF INTEREST – STAFF CANTEEN**

**AT**

**TELECOM REGULATORY AUTHORITY OF INDIA (TRAI)  
NEW DELHI**

**TELECOM REGULATORY AUTHORITY OF INDIA (TRAI)**

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The Telecom Regulatory Authority of India (TRAI) is a statutory body established by an Act of Parliament, to regulate telecom services, including fixation/revision of tariffs for telecom services. TRAI is running its office in 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> and 7<sup>th</sup> floors of MDS Bhawan, JL Nehru Marg, New Delhi with a staff strength of around 300 officers / officials.

TRAI intends to invite Sealed Expression of Interest (EOI) from reputed, experienced service operators/ caterers for running canteen service at TRAI Office, New Delhi for tiffin / snacks / Lunch / Dinner on a daily basis at reasonable rates.

### **SCOPE OF WORK:**

The scope of work shall include the following:

- (i) On site cooking of veg. items & serving
- (ii) Serving of pre-cooked non-veg items
- (ii) Providing ready to eat tiffin, snacks & beverages etc.

### **SERVICES TO BE PROVIDED**

The service operator/ Caterer will be required to extend the following services at TRAI.

- (i) Procuring all types of raw materials & consumables for preparation/on-site cooking & serving of food items as per menu including serving of pre-cooked hot items.
- (ii) Deployment of adequate man-power for preparation/onsite cooking/serving of food items & supervision in order to maintain efficiency and standards of service.
- (iii) Maintenance of utmost hygiene and cleanliness during preparation & serving of food items.
- (iv) Adherence to prescribed quality & quantity of the menu.

Requisite furnished accommodation along with tables, chairs, and platforms for kitchen/stores and supply of water shall be provided free of charges. The firm shall make his own arrangement for all required cooks, bearers etc. All cooking utensils, crockery/cutlery, gas burners, cylinders, refrigerators, Micro oven, freezer, Induction Cooktop etc. will be arranged by the Operators/Contractor from its own cost. Electrical charges, at prevailing rates shall be borne by him as per actual consumption for operation of the kitchen equipment.

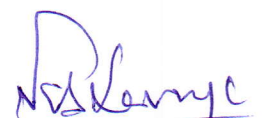
The items provided for canteen from TRAI like showcase etc., if any, will be the property of the Govt.

### **THE BASIC TERMS & CONDITIONS FOR OPERATING CANTEEN ARE AS FOLLOWS:**

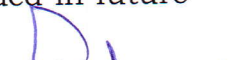
- (i) The staff deployed should be citizen of India & should be hygiene conscious, well mannered & trained in its trade skill. The staff should possess Indian Voter Card or UIADI Aadhaar No./card. The kitchen staff should be fully trained, experienced and as far as possible professionally qualified. The contractor / Operator will be responsible for the conduct of its staff deployed.



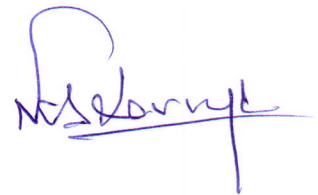
- (ii) The Contractor/Operator will ensure that:
- (a) Packed items are not charged at a price more than the printed MRP or price agreed with TRAI, whichever is lower.
  - (b) Packed items should not be time barred/expired dated.
  - (c) Only branded packed items are sold.
  - (d) The oil, spices, cereals, pulses, and other consumables for food preparations to be used by the Contractor/Operator should be fresh & of branded quality only.
  - (e) The vegetables to be used should be fresh.
  - (f) The leftover items should not be re-utilized.
  - (g) All preparatory items should be preserved in packed jars/containers/ refrigerators etc.
  - (i) The selected firm shall display the approved Rate List of items at the appropriate place.
  - (j) The staff deployed by the Operator/Contractor will not demand any tip for rendering services
- (iii) The Operator/Contractor will be responsible for payment of salary and other statutory benefits and fulfilling mandatory obligations as per Indian Laws to/for the staff deployed for the Canteen. The selected firm shall not deploy any minor child to work at canteen/s and should follow the labour law and minimum wage rules. Failing which, TRAI will take legal action.
- (iv) TRAI will provide Fans, Electrical Items etc.
- (v) The standard timings for canteen will be from 9:30 A.M. to 6:30 P.M. on all working days excluding Sundays & Holidays. On demand the Contractor/Operator will be required to render services beyond standard timings and also on Sundays & Holidays.
- (vi) Subletting of contract by the Contractor/Operator in any form will not be allowed.
- (vii) The contract shall be for a period of two years, however first 03 months shall be trial period, the contract can be terminated during the trial period if the performance of the contractor is not found to be satisfactory without giving any notice. During the trial period if the performance of the firm is found to be satisfactory the contract shall remain enforce for the remaining period of two years. After completion of the contract period, the contract may be further extended at the discretion of the TRAI, on satisfactory performance and services rendered by the Operator/Contractor, on annual basis.
- (viii) TRAI reserves the right to terminate the contract after giving a notice of 30 days.





- (xi) The selected firm shall be required to enter into an agreement with TRAI. The cost of the Stamps Paper required for the agreement will be borne by the selected firm.
- (x) The selected firm will take necessary approvals from government / public authorities and pay necessary fee, taxes as applicable, according to the rates prescribed by the Government or any other Authority for running the canteen directly to concerned Authorities and submit the details as a proof to the TRAI.
- (xi) All legal disputes shall be subject to the Jurisdiction of Delhi.
- (xii) The selected firm should have sufficient number of employees in the canteen. The time of service usually is 15 minutes maximum. The selected firm should ensure that the service time should not exceed on frequent basis.
- (xiii) The selected firm should take all safety measures while running canteen/s and will keep adequate Fire Fighting Equipment and First Aid Boxes duly updated/replenished from time to time. Selected firm will also be responsible for the safety of the manpower engaged by him.
- (xiv) It is the responsibility of the selected firm to get the verification of age, character and antecedent of the employees, employed by the selected firm. The selected firm shall not employ in the canteen any person suffering from any contagious or infectious disease and will ensure their personal hygiene from time to time.
- (xv) The selected firm shall keep TRAI indemnified against any or all claims for damages, which may be caused by any workman of the selected firm.
- (xvi) The selected firm shall provide identity cards and uniform including hand gloves and head cap to its employees at its own cost.
- (xvii) The garbage (Kachra) generated by the canteen by serving customers will be properly disposed of by the selected firm. No garbage or left over should be disposed or spread outside the canteen or in any area within the vicinity of the Office.
- (xviii) Disposal of waste generated by canteen will be the responsibility of firm. Penalty will be imposed for not dumping garbage in timely manner which may range from Rs.500/- to Rs.2000/- per violation, depending on severity of non disposal of garbage.
- (xix) TRAI policy is zero tolerance on hygiene hence Proper hygiene and cleanliness should be maintained in canteen. Failing which, penalty will be imposed. The penalty may vary starting from Rs. 500/- to Rs. 2000/-, depending on severity of conditions. Repeated offence can lead to termination of contract.
- (xx) Use and sale of alcohol, liquor, gutka, cigarettes, Bidi, Paan, Drugs are not allowed in the canteen premises. If anyone is found using any of these items, the selected firm will be held responsible for it and a penalty of Rs. 5,000/- will be imposed upon it and contract of running canteen will be terminated apart from initiating action under law. The list of restricted and contraband items as mentioned above is indicative in nature and more items may be added in future as felt necessary.
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- (xxi) Employees/proprietor(s) reporting to duty should (i) not be drunk or intoxicated (ii) well mannered (iii) should have no criminal record and (iv) clean and hygienic.
- (xxii) The selected firm shall have no manner of right, title or interest in any portion of the Office premises including any space provided for running the canteen and store.
- (xxiii) The selected firm shall not sublet/modify or carryout any alteration in the premises. TRAI will have the complete rights to alter the designated place at their sole discretion. The selected firm will not renovate or change interiors without approval of the TRAI. If approved, the cost arising out of the same will be borne by the selected firm.
- (xxiv) Employees/proprietor(s) should not use the premises as residence. Use of space beyond official timings approved be only for special purposes (like receiving goods, disinfestations, inventory, etc.) and with the prior approval of TRAI.
- (xxv) The selected firm shall maintain one Complaint and Suggestion Book at Canteen Premises.
- (xxvi) After the expiry of the contract period or termination of the license to run the canteen, the selected firm shall wind up its business and vacate the canteen. In case he fails to vacate the canteen, TRAI reserves the right to remove his items at the risk and cost of selected firm.
- (xxvii) The selected firm shall have to abide by the terms and conditions, besides as given above as per the orders of the competent authority. TRAI reserves the right to terminate the contract during its validity period without assigning any reasons thereof.





## **DOCUMENTS TO BE ENCLOSED ALONGWITH EOI:**

### **1. The following documents/information must be submitted along with the Expression of Interest (Photocopies of documents, whenever applicable):**

- (i) Name of the Proprietor(s) with complete address, phone, Mobile no(s) etc. (Please Specify as to whether applicant is Sole Proprietor/Pvt. Ltd./ Partnership firm (Name of the partner(s) should be submitted in this case, along with Partnership Deed).
- (ii) Name of the Agency (Business Organisation).
- (iii) Registration No. of the Firm/ canteen (Trade Licence)
- (iv) Certificate of GST Registration, PAN No. and Copies of Income Tax Returns for the last 2 years.
- (v) Details of contract(s) executed earlier, if any, with previous experience Certificate / testimonials etc.
- (vi) A brief write up as to how he/she proposes to run the Canteen
- (vii) Rate quotation for suggested menus (Annexure-I).
- (viii) Turnover for the last three financial years.
- (ix) Details of the existing shop / setup / canteen / facility including full address and phone number for inspection / verification.
- (x) One Undertakings in original should be submitted as per Annexure - II

### **2. HOW TO APPLY:**

- I. Pre-bid meeting will be hold on **4<sup>th</sup> April 2018 at 12:00 hrs.**
- II. The EOI/quotation(s) duly sealed, may be submitted or dropped in sealed "EOI" boxes kept in the Office of the SRO (GA) TRAI.
- III. The EOI/quotation(s) should reach this office on or before **6<sup>th</sup> April 2018 at 15:00 PM**
- IV. The EOI/quotation(s) so received, shall be opened on **6<sup>th</sup> April 2018 after 15:30 PM** in the office of TRAI.
- V. Criteria for evaluation of EOI includes suitability for TRAI / experienced / Bran / reputation / inspection of the existing setup (facility) /Turnover during last three financial years. TRAI may call the shortlisted parties for detailed discussion before taking final decision in the matter.

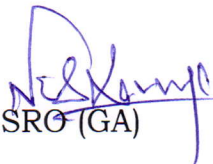


Various criteria mentioned above have been given maximum points as under:

S. No.	Description or criteria	Maximum points(100)
1.	Suitability for TRAI	20
2.	Experience	15
3.	Brand reputation	15
4.	Inspection of the existing setup (facility)	15
5.	Turnover during last two financial years	15
6.	Rates	20

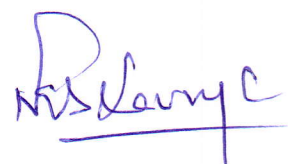
**The committee constituted for evaluation of the bids shall examine the bids based on the criteria mentioned above and give marks to various bidders as per their documents submitted and inspection of their setup. Based on the evaluation of committee the, firm will be selected for running the Canteen.**

**NOTE: TRAI reserve the right to accept/reject all or any EOI/quotation(s) without assigning any reason(s) thereof.**

  
SRO (GA)

**Rates to Quote for Eatables to be Served in the Canteen Cafeteria**

<b>S. No.</b>	<b>Description</b>	<b>Unit / Weight</b>	<b>Rate (Rs.)</b>
1.	Tea (Prepared)	One cup (120 ml.)	
2.	Tea (Dip Tea)	One cup (120 ml.)	
3.	Coffee Prepared	One cup (120 ml.)	
4.	Tomato Soup	150 ml.	
5.	Vegetable Soup	150 ml.	
6.	Vegetable Pakora, Samosa (with Chutney)	100 grms (One Plate)	
7.	Bread Pakora etc. (with Chutney)	100 grams (One Plate)	
8.	Cheese Pakora	One (25 grms.)	
9.	Vegetable Cutlet	One (100 grms.)	
10.	Butter Toast	4 big toasts with 25 grms butter	
11.	Vegetable Sandwich	4 Big Toasts with vegetables without butter	
12.	Veg. Patties	01 no	
13.	Chappati Tava/ Tandoori/Puri	One (40 grms)	
14.	Parantha	01 no	
15.	Dal	One Plate	
16.	Rice with Dal / Rice with Kadi/ Rice with Rajma	Half Plate (100 grms)	
17.	Chole Bhature	One Plate	
18.	Chole Kulche	One Plate	
19.	Noodles	Half Plate (100 grms)	
20.	Idli	One Plate (2 piece) with chatnee and sambhar	
21.	Masala Dosa	One Plate with chatnee and sambhar	
22.	<b>SWEETS</b>		
	Burfi	One (25 grams)	
	Gulab Jamun	One ( 25 grams)	
	Rasgulla	One (25 grams)	
	Lassi / Chach (Sweet & Salted)	200 ml.	





23.	<b>VEGETARIAN MEALS:</b>  4 Chappattis (160 grams), one vegetable, Raita, one Dal, Salad  <b>OR</b>  2 Chapattis (80 grms.), Half Plate Rice, One Vegetable, Raita, One Dal, Salad		
For packed items % discount offered shall be indicated in rate column			% Discount offered
24.	Cold Drinks (200 ml/500 ml) (Coke / Thumps up/Limca)	Each	
	Mineral Water (Bisleri / Aquafina / Kinley / Kingfisher (200 ml/500 ml / 01 ltr.)	Each	
	Biscuits	Each	
	Chocolate	Each	
	Coconut water	Each	
	Juices Tropicana / real fruit(200ml)	Each	
	Amul Flavoured milk	Each	
	Soya milk	Each	
	Nimbu Pani	Each	
	Minute maid juice	Each	
	Lemonade	Each	
	Ice cream	Each	
	Teabag (Normal / green / ginger/lemon etc.)	Per Packet	
	Sugar cubes (500 gms)	Per Packet	
	Coffee pouch / milk pouch	Per Packet	
	Milk packets 500 gms (Nestle / Dairy whitener)	Per Packet	

**NOTE:**

1. (Note: Only reputed brands to be kept and sold. Not more than MRP. Cold drinks / Juices / Chocolates / milk / other drinks / Ice creams shall be Served Chilled.)
2. The Menu will be decided by the Committee from the above stated food items. However other items if required at a later shall be supplied by the firm. The Crockery and cup/saucers will of the standard as used in the canteens of the Govt. of India Departments.
3. If the tenderer would like to provide/ serve other items apart from the above schedule they can mention the details and rates for those items also.

## ANNEXURE (II)

## UNDERTAKING

1. I/we undertake that I/we have carefully studied all the terms and conditions and have understood the parameters of " **THE BASIC TERMS & CONDITIONS FOR OPERATING CANTEEN**" – controlled by TRAI and shall abide by them. I/We also undertake that I/We shall/will conduct the work strictly as per the parameters mentioned there.
2. I/We also undertake that the firm is not black listed by any of the Government Departments or Institution.
3. I/We further undertake that the information given in this EOI are true and correct in all respect and I/we hold the responsibility for the same.

Dated:

Place:

(Signature of applicant with stamps of the firm)

Reskanya